

GO Quick Guide



Accessing GO With an RSA Hard Token

The Global OpenNet (GO) system can be accessed with an RSA Hard Token passcode. Once properly set up, users will utilize 1) their OpenNet Username and Password and 2) a PIN plus an RSA Token passcode to access the GO system using their desktop or laptop computer.

Global OpenNet (GO) users must provide the following information to access the system:

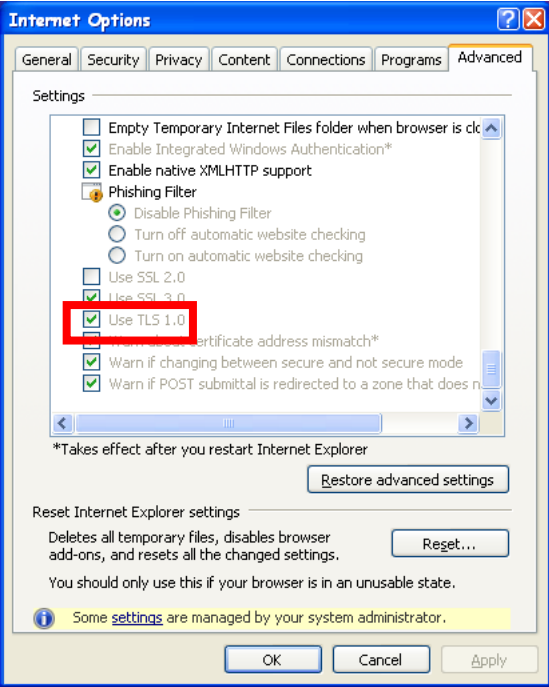
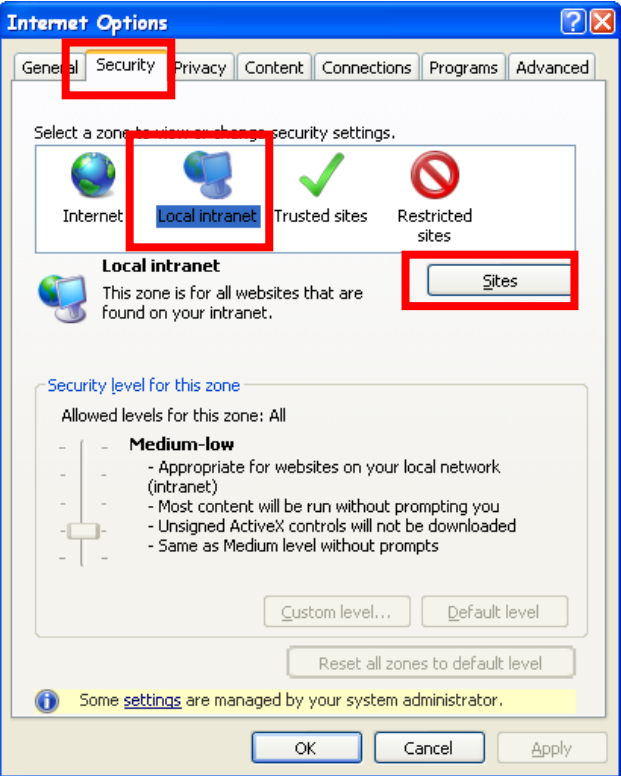
1. OpenNet Username
2. OpenNet Password
3. RSA or Fob passcode

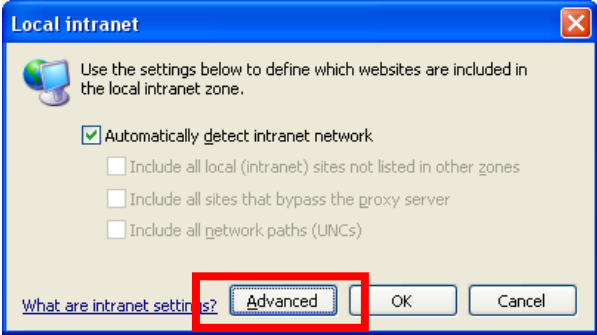
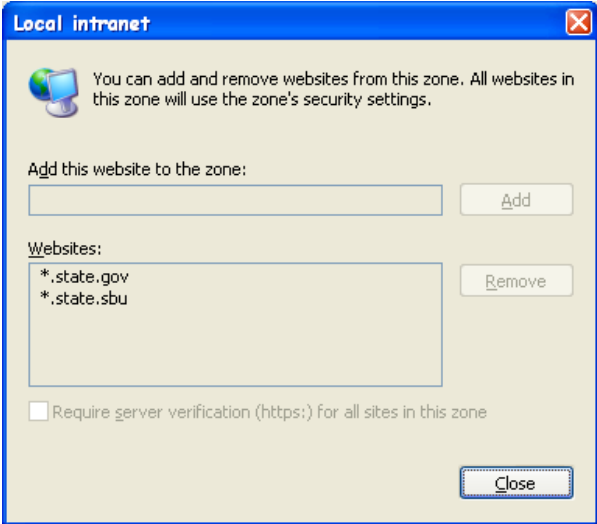
Before logging into the GO system, it is necessary to follow this preliminary system setup procedure and compatibility check. Please go through these initial steps before performing any of the procedures that follow later in this document.


NOTE: Although this “Quick Guide – Accessing GO with an RSA Hard Token” provides information for all GO users, for complete instructions on using a Mac system to access GO, click on the following link: “[GO User Guide for Mac](#)”.

1.1. GO System Access and Setup

Steps	Screen
<p>1. Access the GO System by opening your browser and entering http://go.state.gov. On the GO Home Page, in the menu on the left side of the page, select “Required System Setup”; which will bring up the information shown on the right side of the screen shown here.</p> <p>NOTE: For complete instructions on using a Mac system to access GO, click on the following link: “GO User Guide for Mac”.</p>	

Steps	Screen
<p>2. Ensure TLS v1.0 is enabled in your browser. To do this, in Internet Explorer navigate to "Tools" > "Internet Options", and then select the "Advanced Tab", and check mark "Use TLS v1.0" if it is not already check marked, as shown in the screen to the right. Click on the "Apply" button.</p> <p><i>All screens are from Windows Internet Explorer. If you are using Mozilla Firefox, Google Chrome, or another web browser, equivalent "Internet Options" screens with equivalent "Advanced" settings can be displayed.</i></p>	
<p>3. Next, in the same "Internet Options" window, click on the "Security" Tab, and in the "Select a zone..." field near the top, click on the "Local Intranet" icon, and then click on the "Sites" button.</p>	

Steps	Screen
<p>4. Next click on the “Advanced” button.</p>	 <p>The screenshot shows the 'Local intranet' dialog box with the title bar 'Local intranet' and a close button. The main text says 'Use the settings below to define which websites are included in the local intranet zone.' There are three checkboxes: 'Automatically detect intranet network' (checked), 'Include all local (intranet) sites not listed in other zones', 'Include all sites that bypass the proxy server', and 'Include all network paths (UNCs)'. At the bottom, there is a link 'What are intranet settings?', and three buttons: 'Advanced' (highlighted with a red rectangle), 'OK', and 'Cancel'.</p>
<p>5. When the “Local Intranet” screen displays, in the “Add this website to the zone:” field, type “*.state.gov” and “*.state.sbu” and click the “Add” button for each address. Then select “Close”. Click on “OK” and then “OK” again, to exit Internet Options.</p>	 <p>The screenshot shows the 'Local intranet' dialog box with the title bar 'Local intranet' and a close button. The main text says 'You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.' There is a text field 'Add this website to the zone:' with an 'Add' button. Below it is a list box 'Websites:' containing '*.state.gov' and '*.state.sbu', with a 'Remove' button. At the bottom, there is a checkbox 'Require server verification (https:) for all sites in this zone' and a 'Close' button.</p>


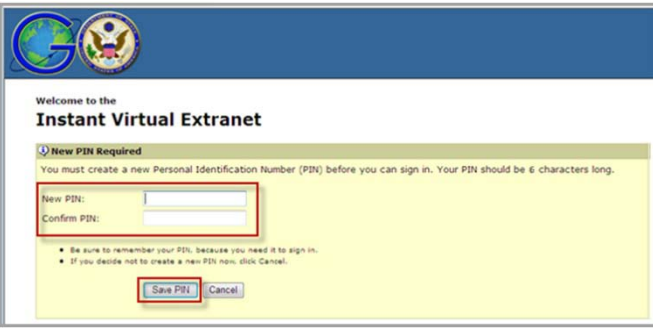

Steps	Screen
<p>6. Return to the “Required System Setup” screen, and under the correct column, either Windows or MAC, click on the “Java” (Windows only) and “Citrix” (Windows and Mac) items to install them in your system. Follow the on screen setup instructions when installing Java and Citrix:</p> <ul style="list-style-type: none"> • Install Java (www.java.com/en/download/manual.jsp) • Install Citrix Plug-In <p><i>NOTE to MAC users: to make sure that pop-up windows are allowed, display the “Safari” menu in the browser and uncheck “Block Pop-Up Windows”. For detailed Mac instructions, see “GO User Guide for Mac”.</i></p> <p><i>NOTE: Wait to install “Printing Software” until after you have successfully logged in.</i></p>	

1.2. Log In With an RSA Hard Token



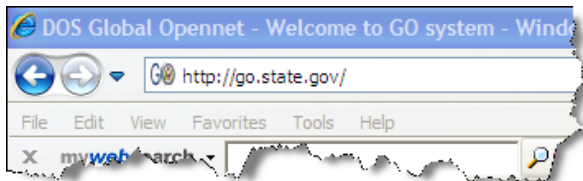


Perform the steps below to initially create your PIN using your RSA Hard Token, and to then login to the GO system using your PIN plus the RSA Hard Token passcode.


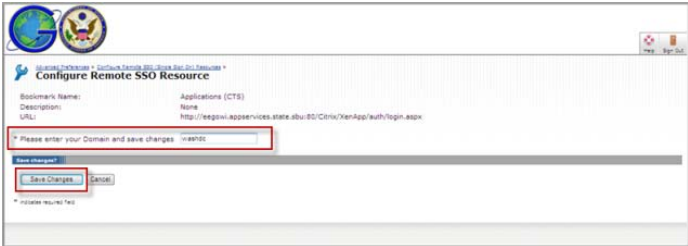

Steps	Screen
<p>1. Select the RSA icon corresponding to your Windows or Mac Operating System.</p> <p><i>NOTE: For instructions on using a Mac system to access GO, click on the following link: “GO User Guide for Mac”.</i></p>	
<p>2. Enter your OpenNet Username and Password.</p>	
<p>3. Look at your RSA Hard Token. It automatically generates a one-time 6-digit numeric passcode. This token passcode is automatically regenerated every 60 seconds.</p>	

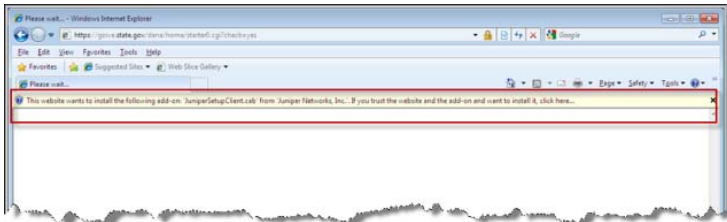
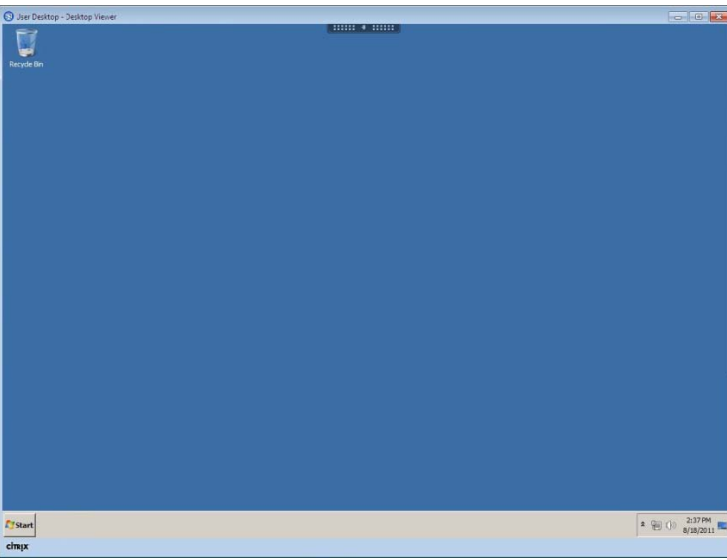
Steps	Screen
<p>4. Enter this token passcode only into the “PIN + Token Code field and select Sign In.</p> <p>NOTE: Entering your token passcode without a PIN is valid initially to create your PIN. Once your PIN is created and for all subsequent logons, you will need to enter the PIN + token passcode, as documented in Step 7 below.</p>	 <p>User Name: Jane Doe</p> <p>OpenNet Password: *****</p> <p>PIN + Token Code: *****</p>
<p>5. You will be prompted to create a new 6 digit PIN. Enter it twice and select Save PIN.</p>	 <p>Welcome to the Instant Virtual Extranet</p> <p>New PIN Required You must create a new Personal Identification Number (PIN) before you can sign in. Your PIN should be 6 characters long.</p> <p>New PIN: <input type="text"/></p> <p>Confirm PIN: <input type="text"/></p> <p>• Be sure to remember your PIN, because you need it to sign in. • If you decide not to create a new PIN now, click Cancel.</p> <p>Save PIN Cancel</p>
<p>6. Enter your OpenNet Username and Password and in the PIN + Token Code field, enter the PIN you just created and the one-time passcode and select Sign In.</p> <p>Example: If your PIN is 123456 and the passcode displayed is 123456 then you would enter 123456123456 in the PIN + Token Code field.</p> <p>NOTE: To continue logging in to GO, please continue with Section 1.3, Step 5 below.</p>	 <p>User Name: Jane Doe</p> <p>OpenNet Password: *****</p> <p>PIN + Token Code: *****</p>

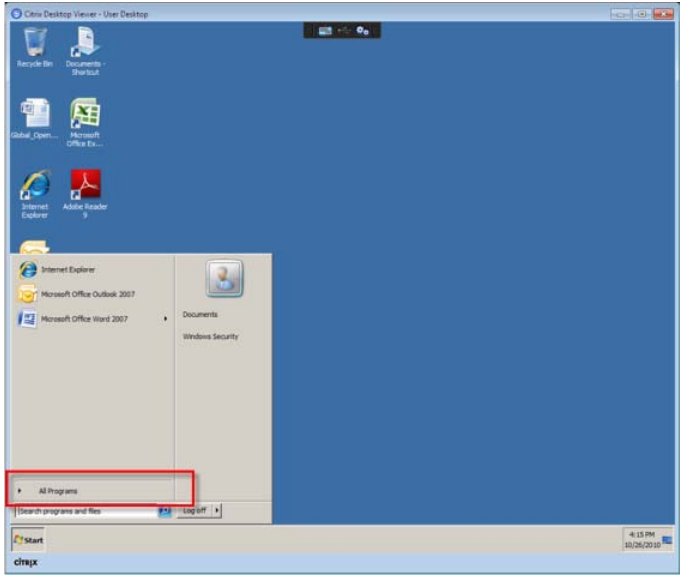
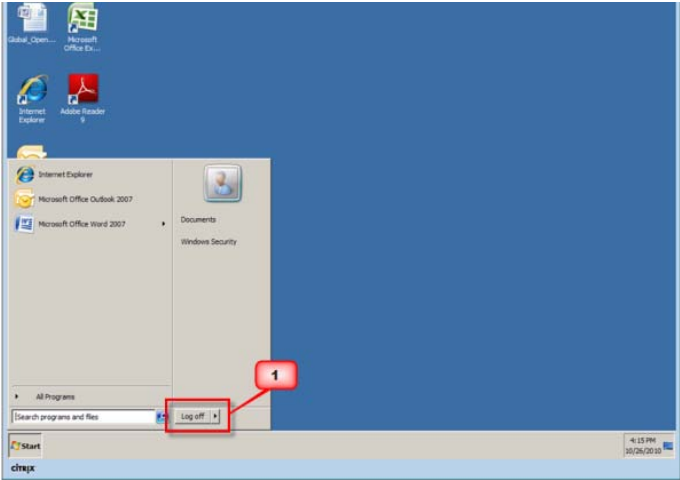
1.3. Completing Access to GO with Your RSA Hard Token


To complete access with your RSA Hard Token, you must login with the appropriate PIN and Token passcode. Perform the steps below to access to the GO System.

Steps	Screen
1. Access the GO System by opening your browser and entering http://go.state.gov .	
2. Read and accept the system authorization and consent notice by selecting I agree .	
3. Once you click on the “I agree” button, the “System Login and Information” screen appears, as shown on the right. Select the appropriate icon corresponding to platform of your RSA Soft Token.	

Steps	Screen
<p>4. Enter your OpenNet Username, Password, and the appropriate pin plus passcode, and then click “Sign In”.</p> <p>NOTE: For RSA Soft Token: Enter a numeric, 6-digit PIN + a numeric 8-digit RSA Soft Token passcode (as shown on the right).</p>	 <p>User Name: Jane Doe OpenNet Password: ***** PIN + Token Code: *****</p> <p>User Name: Jane Doe OpenNet Password: ***** PIN + Token Code: *****</p>
<p>5. When first accessing the GO System, users are prompted to enter their Active Directory (AD) domain. This action must only be performed once.</p> <p>Enter your Active Directory Domain and select Save Changes.</p>	
<p>6. You will now see the GO System Desktop Launch Screen. Select User Desktop to launch a remote desktop session.</p>	

Steps	Screen
<p>7. Also when first accessing the GO System, users are prompted to install the “Juniper SetupClient.cab” add-on. This action must only be performed once. Next, click "Always" if prompted to complete the installation.</p>	
<p>8. The User Desktop will now launch (the first time may take up to 5 minutes – be patient!); thereafter the Desktop may take up to 30 seconds to display, depending upon your connection). You may now access applications either from the Start menu or from the User Desktop itself.</p> <p><i>NOTE: The initial GO desktop will display with only the Recycle Bin. You may customize by adding application icons and changing some of your desktop settings as you would your Windows desktop.</i></p>	

Steps	Screen
<p>9. Your desktop operates in the same way as your OpenNet desktop. Select the Start menu to display all available applications.</p>	
<p><u>NOTE:</u> It is very important to Log Off properly after using the GO system. Always “Log Off” using <u>both</u> Step 10 and Step 11.</p> <p>10. First, to log out of the User Desktop, you <i>must</i> use the following method:</p> <ol style="list-style-type: none"> 1. Click on the Log off button in the Start menu (lower left). 	

Steps	Screen
<p>11. Second, to end your remote session, click on the “Log Off” button on the upper right, as shown in the figure on the right.</p> <div data-bbox="207 516 639 793" data-label="Image">  <p>Always use the “Log Off” button to terminate a session.</p> </div>	

1.4. Mapping a Network Drive

Your H (Home Directory) network drive should already be available. However, if after following steps 1 and 2 below to check mapped drives, the additional drives you need do not appear, proceed with mapping. You will need the **correct network drive path**. When asked to select a drive letter, you can select any **available letter** from **I thru Z**.

IMPORTANT: Before you attempt to “map” to a network drive, you will need the correct drive path, which you can obtain while logged on to your office OpenNet computer. To do so, right click on “My Computer” and then click on “Explore”—the Network Drives will be listed on the right, with the path included:

Example: If the path shown is:

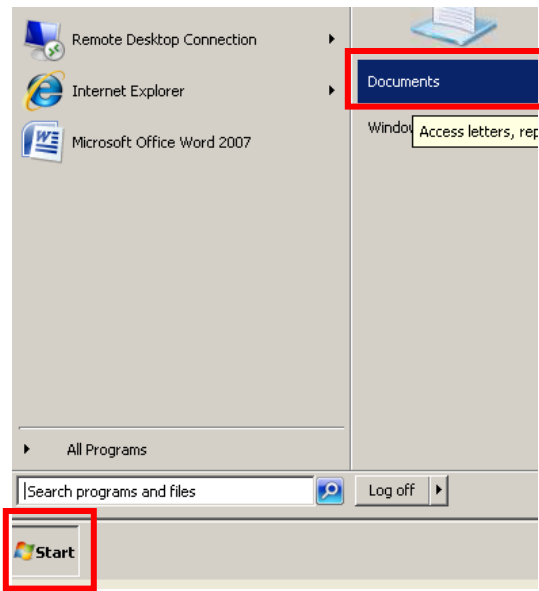
POL on 'dosintus.domain.state.sbu\tapublic\$\Officeshare\$' (P:)

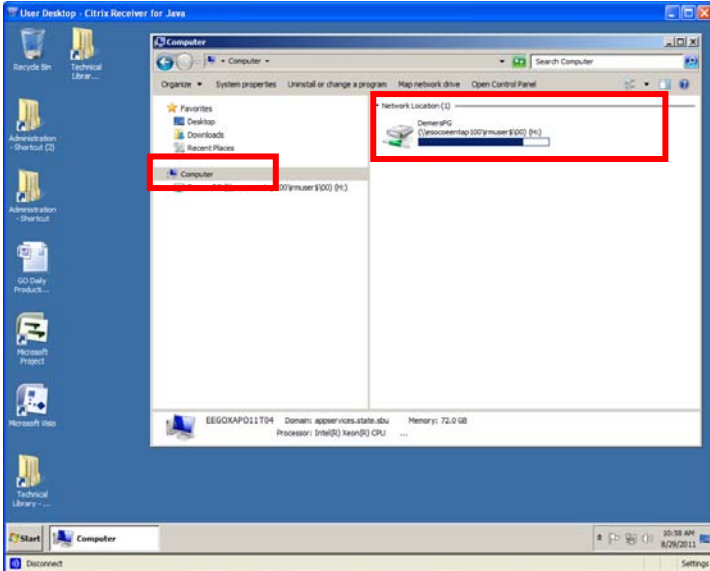
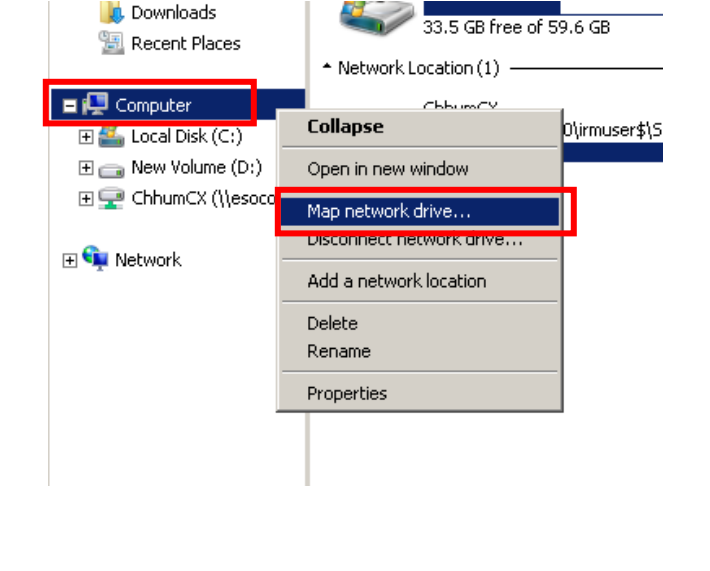
The network drive path you would type to map your network drive in GO is:

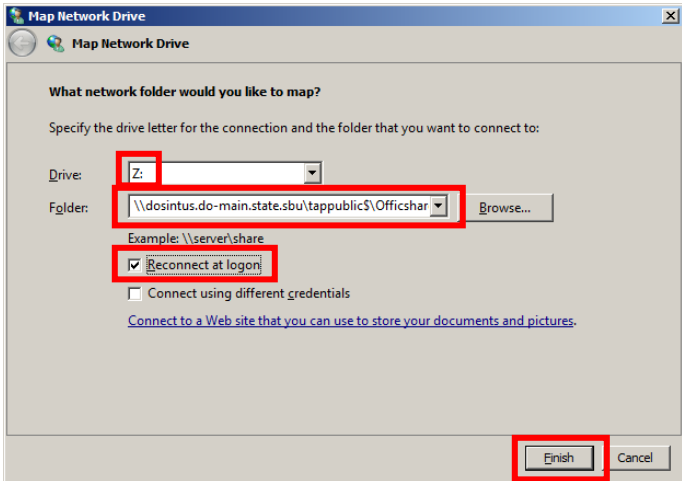
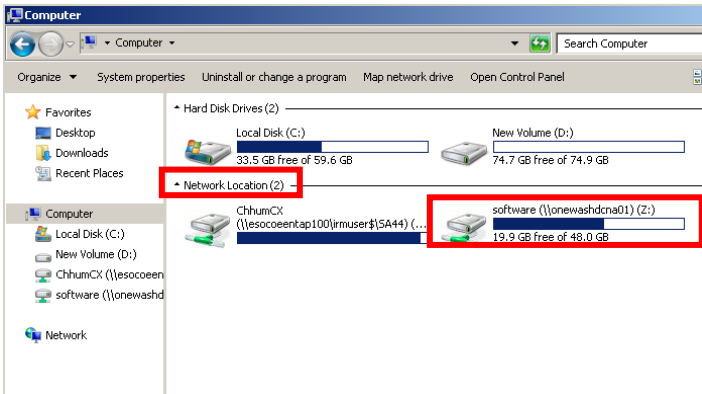
[\\dosintus.domain.state.sbu\tapublic\\$\Officeshare\\$\POL](#)

SUGGESTION: Once you know the network drive path(s) to your additional office share(s) etc., you can **email yourself** your drive path/network share path, and when opening the email up in GO, you will have the drive path available to copy/paste when mapping your network drive while in GO. Otherwise, if you are not sure what drive path to use, please obtain the correct path from your local IRM systems staff or local system administrator, prior to attempting to map to additional network drives.

NOTE: Drive letters A – H are reserved for system mapping and should not be used.

Steps	Screen
1. From your GO published desktop, click on “ Start ”, and then click on “ Documents .”	

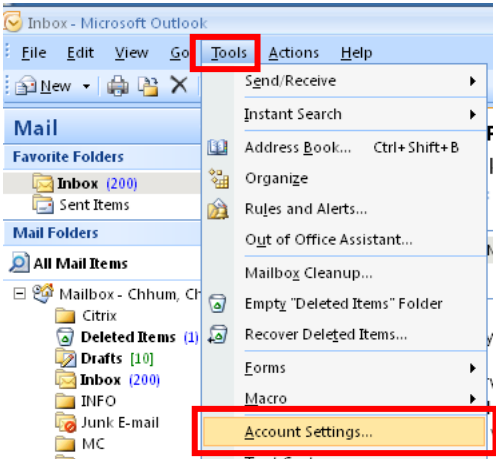
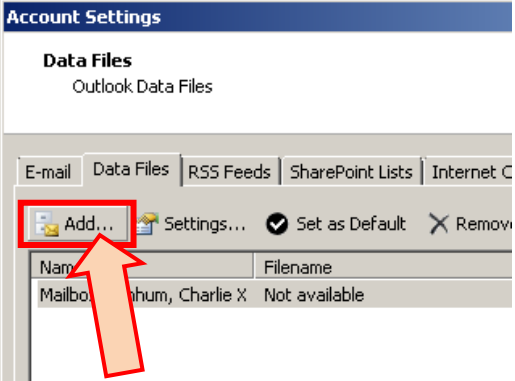
Steps	Screen
<p>2. When the screen shown to the right displays, click on “Computer”, and a list of mapped drives will display on the right side under “Network Location”. Check to be sure the drive you require is not already mapped.</p>	 <p>The screenshot shows the Windows 7 'Computer' window. On the left sidebar, the 'Computer' icon is highlighted with a red box. On the right pane, under the 'Network Location (1)' heading, a list of mapped drives is shown, including 'Demergit' and 'Demergit (\\uncountap001\muser\$100) (h:)', which is also highlighted with a red box.</p>
<p>3. Next, right click on “Computer” and click on “Map network drive.”</p>	 <p>The screenshot shows the 'Computer' window with the 'Computer' icon in the left sidebar right-clicked. A context menu is open, and the 'Map network drive...' option is highlighted with a red box. Other options in the menu include 'Collapse', 'Open in new window', 'Disconnect network drive...', 'Add a network location', 'Delete', 'Rename', and 'Properties'.</p>

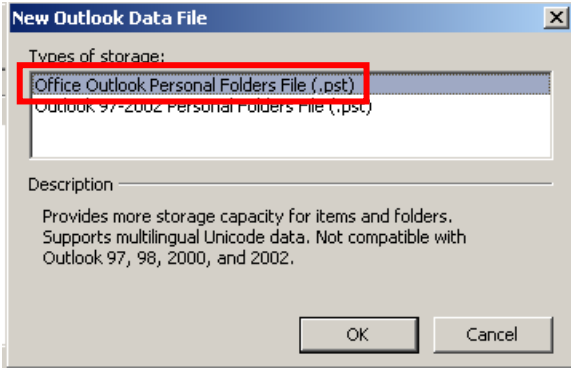
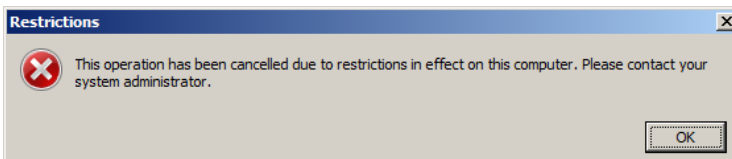
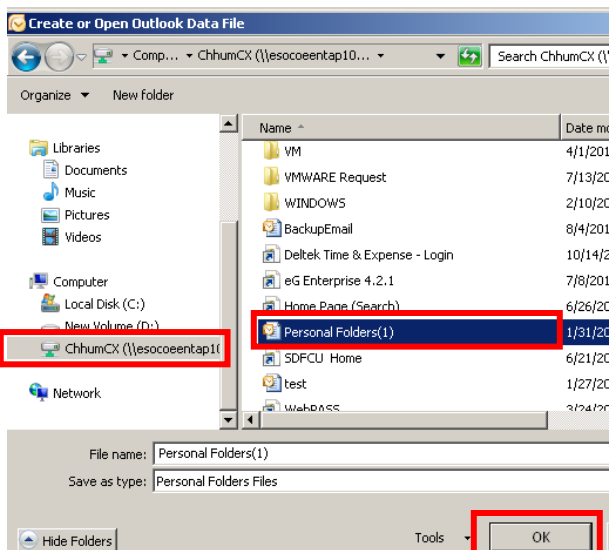
Steps	Screen
<p>4. GO should automatically map users to their Network Drive/ folder that they use at work. However, if your personal H: drive is not available, or you wish to connect to additional folders for common Office Files etc., follow these steps:</p> <ul style="list-style-type: none"> • Select a drive letter that has not been used. (Drive letters A – H are reserved for system mapping and should not be used when mapping additional drives.) • Type in the network path to the drive on the Folder field (the path in the screen on the right, ‘dosintus.do-main.state.sbu\tappublic\$\Officshare’, is only an example). • Check the “Reconnect at logon” box if you want this drive to automatically map every time you are logged into GO. • Then click Finish. 	
<p>5. Your mapped network drive should now appear under the “Network location.”</p>	

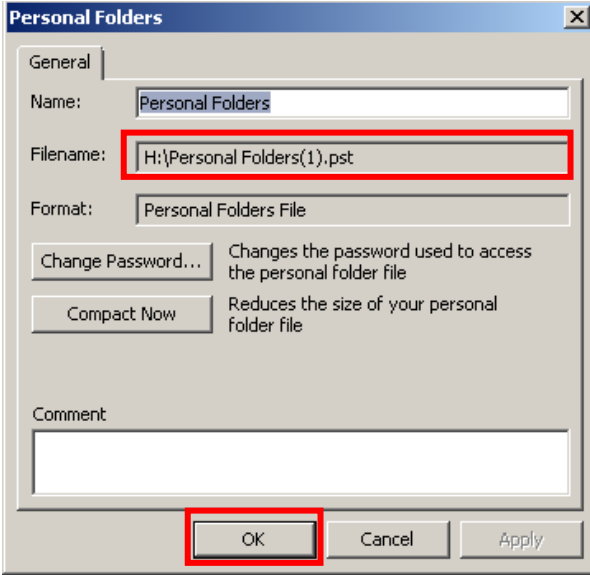
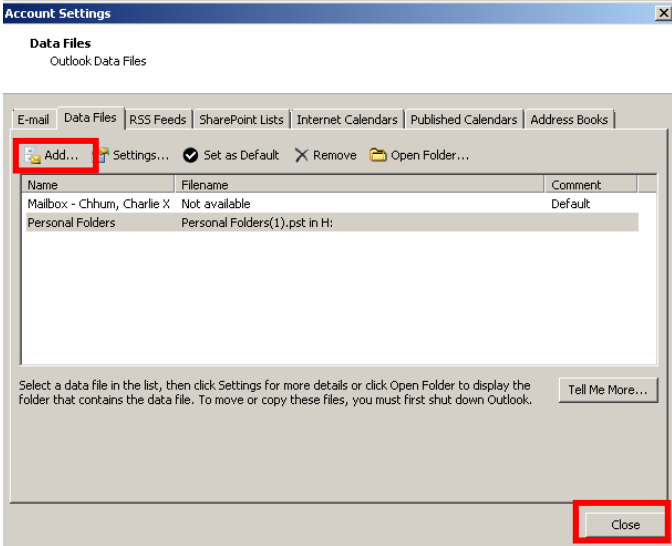
1.5. Connecting to a PST File

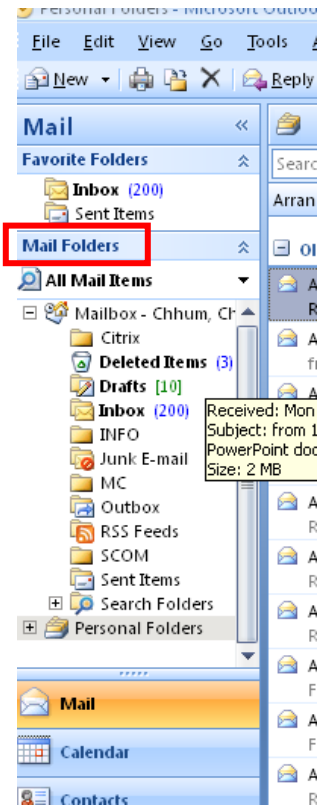
In order to connect to a PST file, which is a Personal Folder file (.pst) in Outlook, you should have available the **path** to your **Network folder** *and* the **location of your PST files**. The path to your Network folder may be needed if it was not automatically mapped when accessing GO.

Important: Refer to section “1.4 Mapping a Network Drive” above for information on obtaining the drive path/network folder path required by using your office Desktop computer. Otherwise contact your system administrator.

Steps	Screen
<ol style="list-style-type: none"> 1. From your GO Desktop launch Microsoft Outlook. 2. Click on “Tools” then scroll down and click on “Account Settings...” 	 <p>The screenshot shows the Microsoft Outlook interface. The 'Tools' menu is open, and 'Account Settings...' is highlighted at the bottom. The left sidebar shows the 'Mail' folder tree with 'Inbox (200)' and 'Sent Items' visible.</p>
<ol style="list-style-type: none"> 3. From the “Account Settings” dialog box, click on the “Data Files” tab and click on “Add...” 	 <p>The screenshot shows the 'Account Settings' dialog box. The 'Data Files' tab is selected. The 'Add...' button is highlighted with a red box and an arrow. The 'Data Files' section shows 'Outlook Data Files' and a list of data files with columns for 'Name' and 'Filename'.</p>

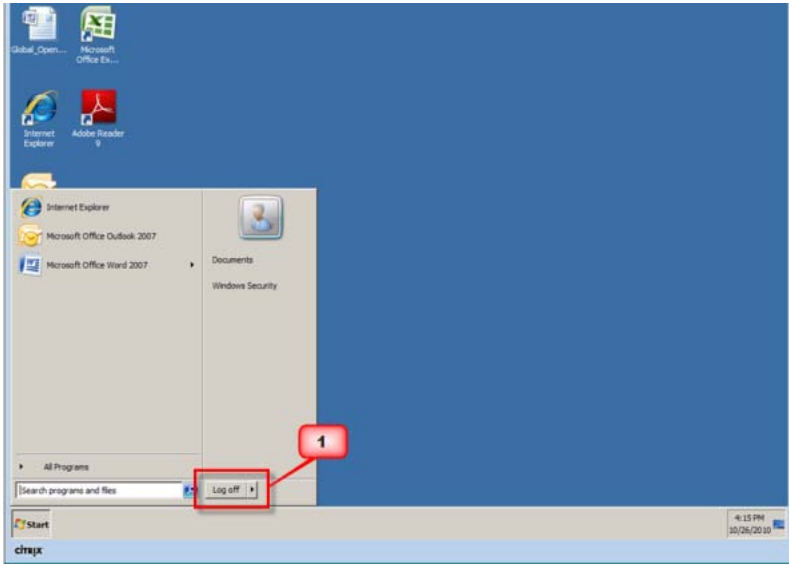

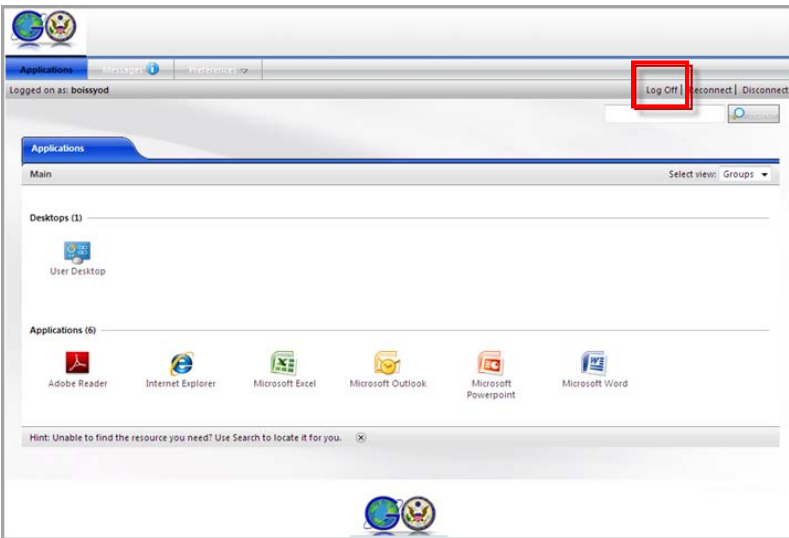
Steps	Screen
<p>4. Highlight the “Office Outlook Personal Folders Files (.pst)” and click “OK” to continue.</p>	 <p>The dialog box titled "New Outlook Data File" shows a list of storage types. "Office Outlook Personal Folders File (.pst)" is highlighted with a red box. Below the list is a description: "Provides more storage capacity for items and folders. Supports multilingual Unicode data. Not compatible with Outlook 97, 98, 2000, and 2002." At the bottom are "OK" and "Cancel" buttons.</p>
<p>5. A “Restrictions” warning box may appear at this point. Ignore this warning and just click OK.</p>	 <p>The "Restrictions" dialog box contains a red 'X' icon and the text: "This operation has been cancelled due to restrictions in effect on this computer. Please contact your system administrator." An "OK" button is at the bottom right.</p>
<p>6. To select an existing PST file from your home drive, scroll down and select your mapped home drive on the left side of the panel. Once your drive is selected, you can see all of your files on the right side of the panel. Highlight and select your PST file and click “OK.”</p>	 <p>The "Create or Open Outlook Data File" dialog box shows a file explorer view. On the left, "ChhumCX (\\esocoeentap10...)" is selected with a red box. The right pane shows a list of folders, with "Personal Folders(1)" highlighted by a red box. At the bottom, the "File name" field contains "Personal Folders(1)" and the "Save as type" is "Personal Folders Files". The "OK" button at the bottom right is also highlighted with a red box.</p>


Steps	Screen
<p>7. Click “OK” again to accept this PST file. And finally, click “Close” to exit.</p>	 <p>The screenshot shows the 'Personal Folders' dialog box with the 'General' tab selected. The 'Name' field is 'Personal Folders', the 'Filename' field is 'H:\Personal Folders(1).pst' (highlighted with a red box), and the 'Format' is 'Personal Folders File'. There are buttons for 'Change Password...', 'Compact Now', 'OK' (highlighted with a red box), 'Cancel', and 'Apply'. A comment field is at the bottom.</p>
<p>8. Click “Add” again if you want to add an additional PST file, or click “Close” to go back to Outlook.</p>	 <p>The screenshot shows the 'Account Settings' dialog box with the 'Data Files' tab selected. The 'Add...' button is highlighted with a red box. Below it is a table with columns 'Name', 'Filename', and 'Comment'. The table contains two rows: 'Mailbox - Chhum, Charlie X' with 'Not available' and 'Default' comment, and 'Personal Folders' with 'Personal Folders(1).pst in H:'. At the bottom right, the 'Close' button is highlighted with a red box.</p>

Steps	Screen
<p>9. You should now see your mapped PST file on the Mail Folders in Outlook on the left panel.</p>	

1.6. GO System Log-off

It is very important to **Log Off** after using the GO system. Otherwise, the session will remain open in the system, tying up servers and blocking access for others, and possibly compromising security. There are **two important steps** to complete **Log Off**, as shown in **Step 1** and **Step 2** below. **Always “Log Off” using both of these two steps**, in the order and the manner shown.


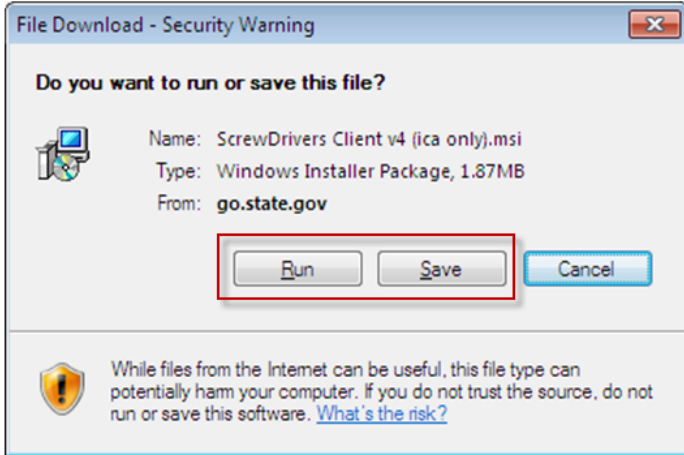
Steps	Screen
<p>1. First, to log out of the User Desktop, you <i>must</i> use the following method:</p> <ol style="list-style-type: none"> 1. Click on the Log off button in the Start menu (lower left). 	
<p>2. Second, to end your remote session, click on the “Log Off” button on the upper right, as shown in the figure on the right.</p> <div data-bbox="203 1348 600 1627" style="border: 2px solid red; padding: 10px; margin-top: 20px;">  <p>Always use the “Log Off” button to terminate a session.</p> </div>	

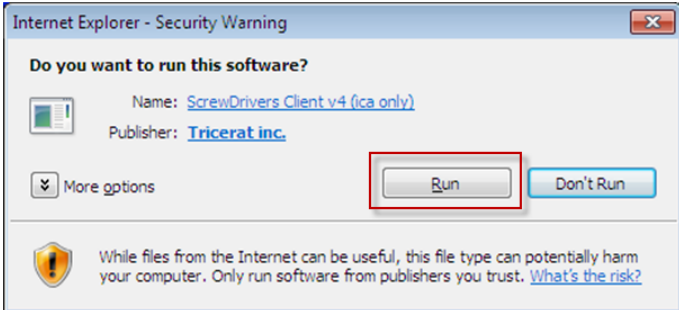
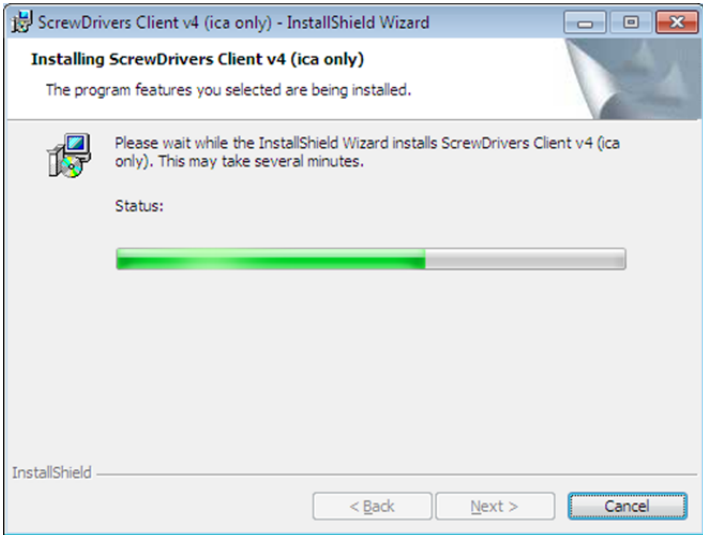
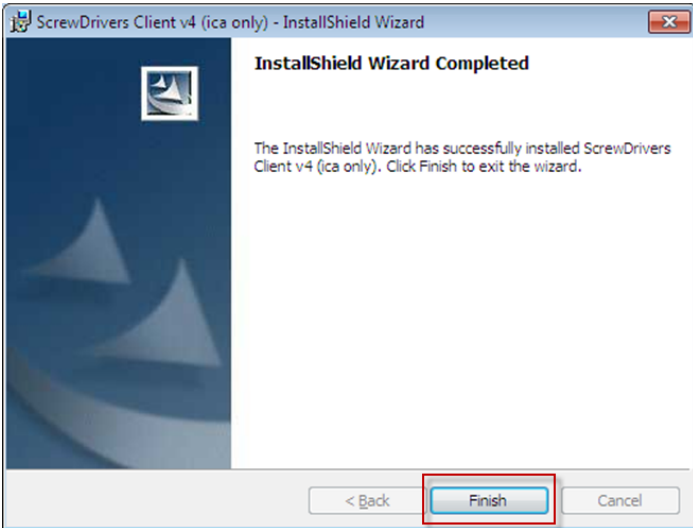
Steps	Screen
<p>3. The GO Home Page screen shown here is displayed to confirm the successful exit from the GO system.</p> <p>4. Close the GO Home Page, by selecting “Close Tab” from the File menu, or clicking the X in the upper right of the screen.</p>	 <p>The screenshot displays the 'GO Home Page' for the U.S. Department of State's Global OpenNet system. The page has a blue header with the department's seal and title. A left-hand navigation menu lists several options: Home, Required System Setup, Check Your Connection Speed, Kiosk Mode, FAQ, and GO User Guides. The main body of the page is titled 'Read This First' and contains a detailed system monitoring consent notice. This notice explains that users have no reasonable expectation of privacy and that their activities may be monitored. It includes three bullet points regarding consent and a green 'I agree' button. A small yellow box at the bottom left provides contact information for the IT Service Center (ITSC). The footer at the bottom of the page reads 'U.S. Department of State - Global OpenNet'.</p>

1.7. Install Printing Software

1.7.1. Install Printing Software for Windows

After successfully logging into the GO system, you can then install the printing software. The GO user can install printing software for Windows-based computers from the same “Required System Setup” page. Printing software for Mac is discussed in Section 1.7.2.


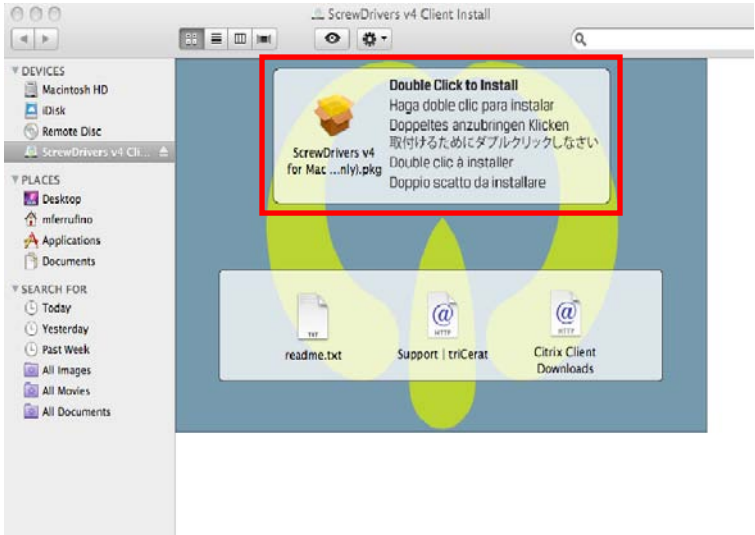
Steps	Screen
<p>1. When you bring up “Required System Setup” from the GO home page (http://GO.State.Gov), click on “Install Printing Software” under the Windows icon.</p>	
<p>2. When the “Do you want to run or save this file?” screen appears, first click on “Save” and “Save the ScrewDrivers Client” to your system locally, then click on Run.</p>	

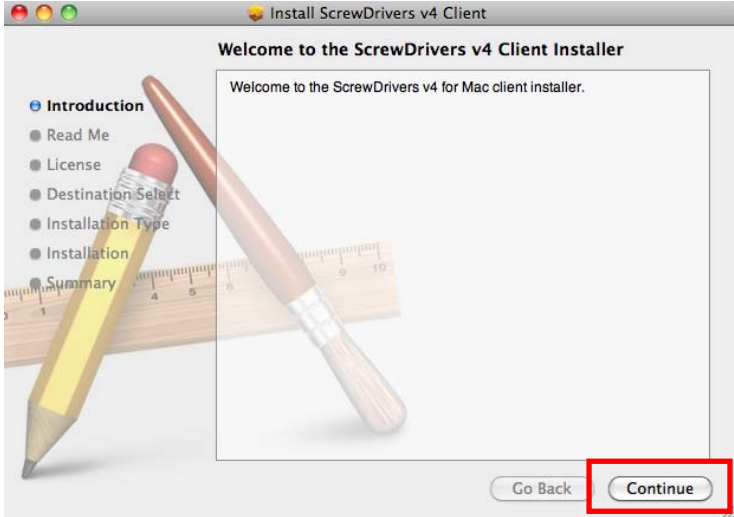
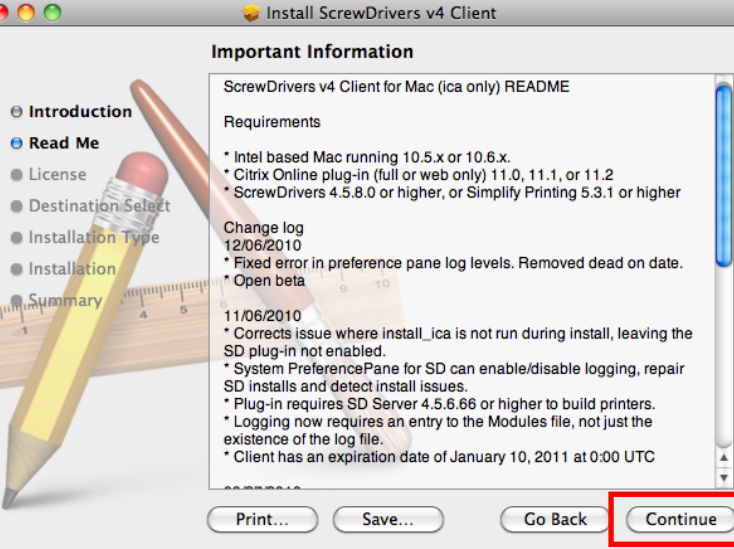
Steps	Screen
<p>3. When the “Run – Don’t Run” window displays, click on the “Run” button.</p>	 <p>The screenshot shows an 'Internet Explorer - Security Warning' dialog box. It asks 'Do you want to run this software?'. The software name is 'ScrewDrivers Client v4 (ica only)' and the publisher is 'Tricerat inc.'. There are two buttons: 'Run' and 'Don't Run'. The 'Run' button is highlighted with a red rectangle. Below the buttons, there is a warning icon and text: 'While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. What's the risk?'</p>
<p>4. The InstallShield Wizard will display a Progress screen.</p>	 <p>The screenshot shows the 'ScrewDrivers Client v4 (ica only) - InstallShield Wizard' progress screen. The title bar says 'Installing ScrewDrivers Client v4 (ica only)'. The main text says 'The program features you selected are being installed.' Below this, it says 'Please wait while the InstallShield Wizard installs ScrewDrivers Client v4 (ica only). This may take several minutes.' There is a progress bar that is partially filled with green. At the bottom, there are buttons for '< Back', 'Next >', and 'Cancel'.</p>
<p>5. Confirm the installation by clicking on the “Finish” button.</p> <p>6. After finishing the installation successfully, printing is enabled in the GO system from the workstation.</p>	 <p>The screenshot shows the 'ScrewDrivers Client v4 (ica only) - InstallShield Wizard' completed screen. The title bar says 'InstallShield Wizard Completed'. The main text says 'The InstallShield Wizard has successfully installed ScrewDrivers Client v4 (ica only). Click Finish to exit the wizard.' At the bottom, there are buttons for '< Back', 'Finish', and 'Cancel'. The 'Finish' button is highlighted with a red rectangle.</p>

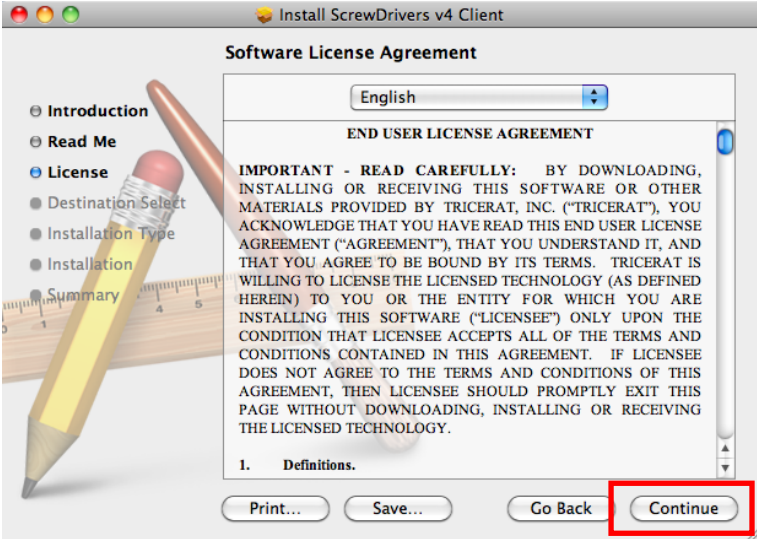
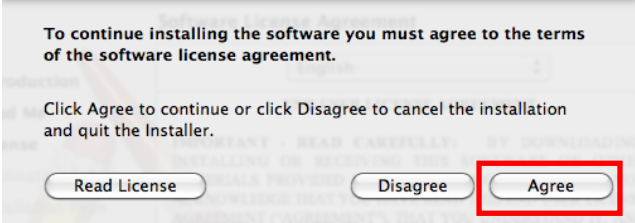
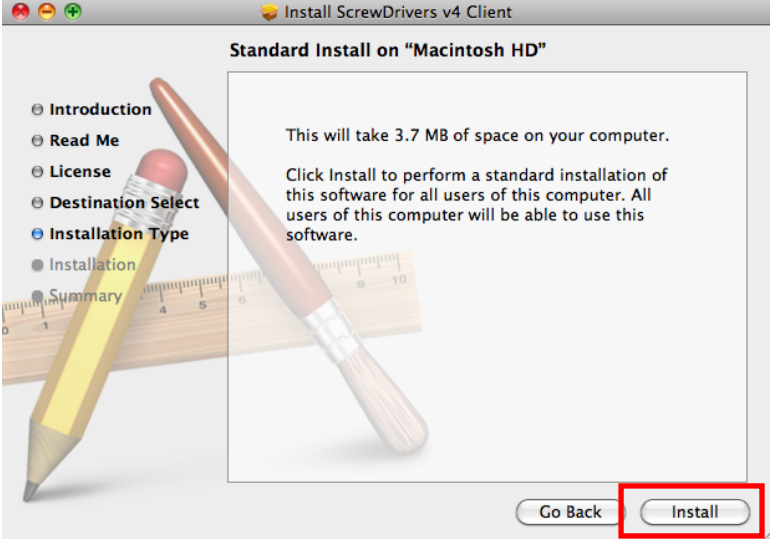
1.7.2. Install Printing Software for Macintosh

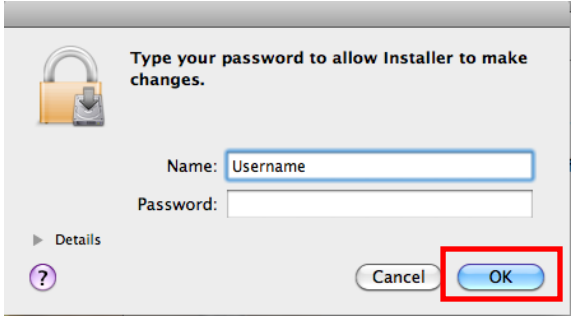
After successfully logging into the GO system, you can then install the printing software. The GO user can install printing software for Macintosh computers from the same “Required System Setup” page.

NOTE: For complete instructions on using a Mac system to access GO, click on the following link: [“GO User Guide for Mac”](#).

Steps	Screen
<p>1. When you bring up “Required System Setup” from the GO home page (http://GO.State.Gov), click on “Install Printing Software” under the MAC icon.</p>	
<p>2. Double click on the "Double Click to Install" box to install ScrewDrivers v4.</p>	

Steps	Screen
<p>3. Click "Continue" to proceed beyond the Introduction window.</p>	 <p>The screenshot shows the 'Install ScrewDrivers v4 Client' window. The title bar reads 'Install ScrewDrivers v4 Client'. The main window has a header 'Welcome to the ScrewDrivers v4 Client Installer'. Below this, it says 'Welcome to the ScrewDrivers v4 for Mac client installer.' On the left, there is a sidebar with a list of steps: Introduction (selected), Read Me, License, Destination Select, Installation Type, Installation, and Summary. The main content area is mostly blank. At the bottom right, there are two buttons: 'Go Back' and 'Continue'. The 'Continue' button is highlighted with a red rectangular box.</p>
<p>4. Click "Continue" again to proceed beyond the Read Me information window.</p>	 <p>The screenshot shows the 'Install ScrewDrivers v4 Client' window. The title bar reads 'Install ScrewDrivers v4 Client'. The main window has a header 'Important Information'. Below this, it says 'ScrewDrivers v4 Client for Mac (ica only) README'. On the left, there is a sidebar with a list of steps: Introduction, Read Me (selected), License, Destination Select, Installation Type, Installation, and Summary. The main content area displays 'Requirements' and 'Change log' information. At the bottom, there are four buttons: 'Print...', 'Save...', 'Go Back', and 'Continue'. The 'Continue' button is highlighted with a red rectangular box.</p>

Steps	Screen
<p>5. Click "Continue" to proceed beyond the End User License Agreement information.</p>	
<p>6. Select "Agree" to affirm compliance with the license agreement and continue with the installation.</p>	
<p>7. Click on "Install" to proceed with the installation.</p>	

Steps	Screen
<p>8. You will be prompted to enter your password to allow the Installer to proceed. Enter password and click "OK."</p>	
<p>9. If successful, the window shown here will display. Click "Close" to complete the installation.</p>	